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Bib Data Sheet

CONFIRMATION NO. 8914

SERIAL NUMBER 09/929,142	FILING DATE 08/15/2001 RULE	CLASS 705	GROUP ART UNIT 2161	ATTORNEY DOCKET NO. YOR920010068US1
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APPLICANTS

Richard Edwin Harper, Chapel Hill, NC;
Steven Wade Hunter, Raleigh, NC;

** CONTINUING DATA *****

** FOREIGN APPLICATIONS *****

IF REQUIRED, FOREIGN FILING LICENSE GRANTED

** 09/19/2001

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY NC	SHEETS DRAWING 3	TOTAL CLAIMS 31	INDEPENDENT CLAIMS 7
35 USC 119 (a-d) conditions met <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged Examiner's Signature _____ Initials _____				

ADDRESS

21254

TITLE

Method and system for reduction of service costs by discrimination between software and hardware induced outages

FILING FEE RECEIVED 1228	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees
		<input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit